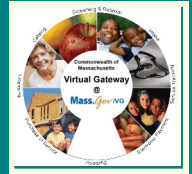


Virtual Gateway EIM/ESM: Fiscal Year 2014 Important End of Year Dates and Tips for Providers



Volume 4 Issue 1
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In order to help ensure a smooth transition through the year end for FY2014, please read on for key dates and tips in closing out this fiscal year.*

** If you have DPH contracts, you should follow instructions from DPH in closing out the fiscal year for your DPH contracts only.*

Final Date to Release and Authorize Positive FY14 Billing

Sunday, August 17th is the final date to release and authorize positive FY14 billing (except for DMH billing—Friday, August 15th. See Key EIM/ESM Dates for End of FY2014 chart on Page 2). Remember that provider organizations are required to continue to report expenses and services for the entire time period of their contract, even if the contract funds are exhausted.

This will allow sufficient time for your Invoice or SDR to move through the EIM approval process to result in your receipt of payment.

The EIM Approval Process:

1. On Unit Rate contracts, agencies need to review and approve your SDR to complete the adjudication process (not applicable for DPH billing).
2. Adjudicated billing will generate a PRC.
3. Agency staff then must review and approve the PRC.



Reminder that billing cannot be authorized using Mozilla Firefox. Internet Explorer is the accepted browser when using EIM/ESM.

Important Reminders

Contract Amendments

- Remember to stay in communication with your agency contract manager regarding amendment requests.
- Please contact your agency contract manager to find out the last day that line item budget or unit allocation amendment requests can be made for your FY2014 contract.

Reconciliation

- Consider running the Cost Reimbursement Expenditure Analysis Report to evaluate year-to-date-billing on your Cost Reimbursement contracts.
- The Payment Tracking Report references your internal tracking number (if entered at billing,) and will give you an overview of year-to-date payments. The report functions for Unit Rate/SDR and Cost Reimbursement contracts.
- The Payment Detail by Client Report provides details on payments by client, day, and service code along with any corresponding adjustments for Unit Rate SDR and HIPAA billing.



**EIM/ESM
Provider
Resources**

Using the Wild Card (%)

**when Searching
in EIM/ESM**

- Do not enter the wild card '%' as the only criteria in any search Screen field.
- If you enter only '%' in a Search screen, your request will take longer and may not be successful due to the volume of data required to be retrieved.



**EIM/ESM
Hours of Operation:**

Daily:
7:00 AM – 1:00 AM

**VG EIM/ESM
Business Operations:**

If you have remaining questions, you may contact EIM/ESM Business Operations

Email:

EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us

VG Customer Service

**1-800-421-0938
TTY: (617) 847-6578**

Corrections

- Submit supplemental negative billing prior to regular positive billing. Your negative billing needs to be satisfied with subsequent positive billing to spend down your contract properly. If you have multiple months of corrections to make, consult with your agency contract manager prior to submitting the supplemental invoices to ensure smooth processing.
- For contracts using the Unit Rate SDR, you must void all services before re-billing — even if the initial claim was rejected or not paid.



Tips on Searching for PRCs/CECs

PRCs are the documents you should use to track your payments, and their numbers appear as the reference on your electronic payment advice. You can view PRC/CEC details, such as the status and amount, from the PRC/CEC Search screen.

We have found that most providers find it useful to search by:

- ☒ Invoice/SDR Reference Number which is manually entered when you created an Invoice or SDR.
- ☒ Contract number
- ☒ Service From and Service To dates

Note: When searching on the PRC/CEC Search page, the PRC/CEC Document ID always begins with 'INTF'.

Mark Your Calendar ...



Key Provider EIM/ESM Dates for FY2014 End of Year	All Providers (Including DPH Providers)	DMH Providers
FY2014 Close	6/30/2014	6/30/2014
FY2015 Open	7/1/2014	7/1/2014
Final date for FY14 Line Item Budget Amendment Requests	7/15/2014	7/15/2014
Final date for providers to submit negative billing	7/16/2014	7/16/2014
Last day for providers to submit HIPAA Claims (uploaded by 7:59 AM)	8/16/2014	8/16/2014
Final date for providers to release and authorize positive billing <i>Note: A batch processing will run on Saturday by special request.</i>	8/17/2014	8/15/2014

EIM/ESM Provider Resources

EIM/ESM Provider Resource Center

This provider tool contains :

- ✓ An overview
- ✓ How to access EIM/ESM
- ✓ Announcements
- ✓ Newsletters
- ✓ FAQs
- ✓ Training and User Materials that have been specifically designed for provider users

For more information, visit:

www.mass.gov/vg/eimesm



WHEN RUNNING REPORTS IN EIM/ESM:

Be sure to enter very specific parameters.

The more criteria you enter, the more efficiently your data will be retrieved.

Access Administrators:

- ✓ **Ensure that billing staff* have:**
 - ⇒ Completed the correct training
 - ⇒ Necessary access

This is to ensure your organization will be able to complete all billing activities.

* This includes contingent billing staff

- ✓ **Always download the recent most EIM/ESM URF when requesting new user access or new roles.**
- ✓ **Always submit a URF to deactivate a user when s/he leaves your organization**



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HIPAA Billing:

- ✓ Providers are strongly encouraged to reconcile payables now. The HIPAA Claim Status and Payment Detail by Client reports are helpful tools.
- ✓ The submission deadline for credit only files or manual voids in EIM is July 16, 2014.
- ✓ FY2014 837 batches must be uploaded by 7:59 am on Saturday August 17th.



Reminder: DDS/DMH Client Enrollments

Providers are reminded to contact your agency contract manager if:

- You are seeing duplicate enrollments on your SDR. Your agency contract manager will be able to confirm which enrollment you should bill against.
- A client is not appearing on your SDR. It is possible that the client is not:
 - ⇒ Entered into Meditech
 - ⇒ Enrolled to the correct contract in Meditech
- The agency can make these corrections.
- A client is still appearing on your SDR after s/he no longer receives services. It is possible the client was not yet end dated in Meditech. Your agency can correct the client record.

EIM/ESM Report Requests

When running reports in EIM/ESM, be sure to enter very specific parameters. The more criteria you enter the more efficiently your data will be retrieved.

Tips When Using Reports:

- Try to stagger running reports as you will have better results with fewer requests running at the same time.
- DO NOT run a report for your entire organization. Always select as many criteria as possible when running a report. The narrower your parameters, the more successful your results will be!
- If the report is taking a long time to run, do not stop the report or try to run another instance. We recommend that you let it run for 10 minutes before trying

Department of Public Health (DPH) Provider Support*



Email:

Cathy.Wheeler@MassMail.State.MA.US



Telephone: DPH EIM/ESM Management Office:

1-800-232-0093

* DPH Providers should follow key date instructions as directed by the DPH EIM/ESM Management Office.

Happy Fiscal New Year!!!